

CORE AmeriCorps
A Program of the Corporation for National and Community Service



Susquehanna AmeriCorps

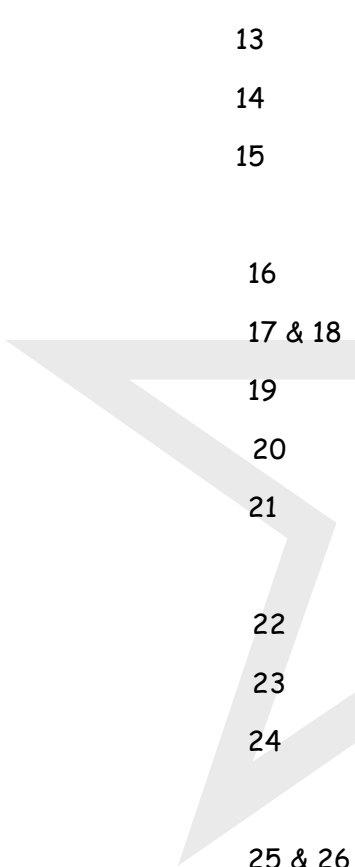
A Program of Union-Snyder Community Action Agency

CORPSMEMBER HANDBOOK
2011-2012



TABLE OF CONTENTS

<u>SECTION</u>	<u>PAGE</u>
Mission	1
Lines of Communication	2
Training Philosophy	3
Training Information/2011-2012	4
Program Year Schedule	5
Seasons of Service Calendar	6
<i>POLICIES AND PROCEDURES</i>	
Confidentiality Policy	7
General Policies and Procedures	8 & 9
Dos and Don'ts of AmeriCorps	10
Prohibited Activities	11
Attendance Policy	12
Convening and Project Policy	13
Voluntary Resignation	14
Involuntary Termination/Discharge	15
<i>TIMESHEETS</i>	
Keeping Track of Hours	16
Time Sheet Guidelines	17 & 18
<i>Sample Time Sheet</i>	19
Stipend Schedule	20
<i>CORE</i> Holiday Closings	21
<i>GROUP AND SITE</i>	
Member Site Reassignment Process	22
Conflict Management Process	23
Continuous Improvement Process	24
<i>GENERAL INFORMATION</i>	
Grievance Procedure	25 & 26
Travel Reimbursement	27
AmeriCorps FAQ's	28
National Service Components	29



“Never doubt that a small, group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has.” --Margaret Mead

“Tell me and I forget. Teach me and I may remember. Involve me and I will learn.” --Benjamin Franklin

“You must be the change you wish to see in the world.” -- Mahatma Gandhi

Start where you are... Use what you have... Do what you can...-- Arthur Ashe



M I S S I O N

The **CORE Susquehanna/AmeriCorps** program partners with existing educational, health and human service organizations to provide an array of support services to children, adults, and families.

C.O.R.E (Community Opportunity Responsibility Empowerment)
Susquehanna serves Union, Snyder, Northumberland, Mifflin, Juniata and Montour Counties. Members are directed to organizations whose service goals are in keeping with identified issue areas of education, health, and other human service needs.

CORE Susquehanna is a program of the Corporation for National and Community Service. The Corporation plays a vital role in supporting the American culture of citizenship, service and responsibility.



LINEs OF COMMUNICATION

When Members, Site Supervisors or others have questions or concerns, staff can be reached at:

570-374-0181 or toll free @ 877-497-1257

CORE Susquehanna/AmeriCorps is located in the Community Action Building

Hours are Monday through Friday from 8:30am-4:00pm.

The address is: CORE Susquehanna

**713 Bridge Street Suite 10
Selinsgrove PA 17870**

- **Be sure to check your email frequently**

Program Staff

- AmeriCorps Director-Dennis Huratiak (ext 125)
dhuratiak@union-snydercaa.org
- Member Coordinator-Robyn Rinck (ext 139)
rrinck@union-snydercaa.org
- Receptionist-Janet Bilger (ext 142)
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- Fiscal-Fae Weible (ext 133)
fiscal@union-snydercaa.org

TRAINING PHILOSOPHY

Training is an important component of the AmeriCorps Program. CORE Susquehanna trainings are designed to add knowledge, understanding and some practice of skills to assist members in personal, professional and Corps development.

As a Corpsmember, you are neither an employee nor a volunteer, but something unique and special. First, you are a part of a National Service organization, created to "get things done" at the level of the communities in which we live. You are, **second,** a part of an organization, the CORE Susquehanna, which is dedicated to community change and development. **Third,** you are a **catalyst for change** at your site, helping to meet the needs of that particular community. The Convening/Training opportunities are there to help you develop more of your potential in each of these areas. The Convening/Training component is part of the contract Union-Snyder CAA has with the Corporation for National Service; and we are also committed to providing citizenship training for members. Convenings are the one opportunity each month for the whole Corps to meet together, to become acquainted and to develop a sense of belonging.

ATTENDANCE IS REQUIRED AT ALL MONTHLY CONVENINGS. Absences are **only** permitted for serious illness or attending a funeral with **PRIOR PERMISSION.** You **MUST** call or e-mail the AmeriCorps staff to discuss your absence prior to the start of the Convening.

Service at your Site and Convenings are not competing interests. They are two components of the same program and work together in your experience of being a Corpsmember.

CORE CONVENINGS AND GROUP PROJECTS TAKE PRIORITY OVER SITE SERVICE.

A minimum of 80% of your AmeriCorps hours should be in service to your assigned agency. A maximum of 20% of your hours may be toward CORE Susquehanna Training and special Service Projects. A maximum of 10% of your hours can be used for Fundraising. Though, technically all hours may be Service hours.

TRAININGS FOR CORE SUSQUEHANNA MEMBERS 2011-12

- Members attend a **three day Orientation** the first week of the program.
 - **Day 1:** CORE staff review the AmeriCorps program with all members. Members complete necessary paperwork to enroll in AmeriCorps. Members are divided into small service groups and begin the process of deciding on a **Community Need** that will be addressed through their small *Service Groups*.
 - **Day 2:** All members participate in a full day of outdoor Team Building activities provided by Quest located at Bloomsburg University.
 - **Day 3:** Members attend Red Cross training in CPR and First-Aid.
1. Monthly Convenings are 9:00am - 3:00pm and are **mandatory**.
 2. There are several **group Service Projects** that the members will accomplish together.
 3. **Service Projects** are scheduled for September, January, April, May, and July.
 4. **ATTENDANCE AT GROUP PROJECTS IS MANDATORY.**
 5. **Small Service Teams** complete a project that meets a *Community Need* and can be accomplished any time throughout the year.

If the budget allows—members are given the opportunity to experience a trip to Washington D.C. to tour the Senate building & meet with PA lawmakers or to New York to observe the 9/11 Disaster site, Ellis Island and the Statue of Liberty.

Members will experience training in the following categories:

- Government/Civics and Citizenship
- Volunteerism & Recruitment
- Conflict Resolution & Stress Management
- Leadership & Assertiveness Training & Public Speaking
- Financial & Time Management
- Diversity
- First Aid/CPR
- Job Search Information
- Disaster Preparedness

CORE SUSQUEHANNA AMERICORPS 2011-12 PROGRAM YEAR SCHEDULE

MEMBER ORIENTATION:

New program year training is scheduled for **August 25, 26, 29, 2011**.
FIRST day at your Site is **August 30, 2011**.

Monthly Convenings will be held in the Community Room of the Community Action Building in Selinsgrove, at 713 Bridge Street, Selinsgrove. Projects will be announced as plans are finalized with the non-profit host site.

Days away from your site include Convenings and Service Project Days:

- Thursday, September 8, 2011 Service project
- Monday, October 10, 2011 LAUNCH in Philadelphia
- Wednesday, November 9, 2011 Convening
- Thursday, December 8, 2011 Convening
- Monday, January 16, 2012
Service Project
Martin Luther King Service Day
- Wednesday, February 15, 2012
Convening
- Thursday, March 15, 2012
Convening
- Thursday, April 12, 2012
Convening
- Tuesday, May 15, 2012 Summer members begin term of service
- Wednesday, May 16, 2012
Service Project
- Tuesday, June 5, 2012 Group trip with Summer members
- Thursday, July 12, 2012 Service project & picnic with Summer members
- August-No Convening
Exit Interviews

OTHER DATES TO REMEMBER

1. Accomplishment Progress Reports-due to CORE Susquehanna Office by **March 1, 2012** and again upon completion of term of service (**August 2012**).
2. Accomplishment Progress reports must be signed by your Site Supervisor.
3. Member Evaluation completed by the supervisor is due to the CORE office by **January 6, 2012**.
4. **MEMBER ORIGINAL TIMESHEETS** must be mailed to the CORE office on **Friday**—the week members receive their stipends. Timesheets must be signed by the member and their Site Supervisor.

SEASONS OF SERVICE CALENDAR

These are National Service days. AmeriCorps members should pay attention to possible service opportunities that may occur around these dates. AmeriCorps members may be invited to participate in local activities relating to these dates.

- **September 11, 2011**
911daysofservice.org
September 11th National Day of Service and Remembrance
THEME: Day of Service to honor victims of 9/11
- **October 22, 2011 MAKE-A-DIFFERENCE DAY**
<http://www.usaweekend.com/section/mdday>
THEME: National Day to Help Others
- **January 16, 2012 MARTIN LUTHER KING JR., DAY**
www.mlkday.org
THEME: make it a day on...not a day off
- **February 13-19, 2012 RANDOM ACTS OF KINDNESS WEEK**
<http://www.randomactsofkindness.org/RAK-week/>
- **April 15-21, 2012 NATIONAL VOLUNTEER WEEK**
<http://www.handsonnetwork.org/nationalprograms/signatureevents/nvw>
- **April 22-28, 2012 WEEK OF THE YOUNG CHILD**
- **April 20-22, 2012 NATIONAL & GLOBAL YOUTH SERVICE DAYS**
<http://www.gysd.org/>
-
- **April-June 2012 UNITED WAY DAYS OF CARING/TBA**
THEME: youths & adults volunteering together to improve their own communities
- **May 13-19 2012 *****AMERICORPS WEEK*******
<http://americorpsweek.gov/index.asp>
THEME: recognition & recruitment of members & Partner Sites

CONFIDENTIALITY POLICY

The CORE Susquehanna treats the information it holds about members and placement sites with the utmost respect. The list below details what information will or will not be shared, and the reasons why or why not.

- **Member Home Address and Phone** - this information is not shared with anyone except CORE staff and the Partner site without the expressed permission of the member.
- **Member AmeriCorps application** - applications may be shared with Partner sites during the interviewing process. A copy is on file in the CORE office.
- **Site address and Phone** - this information is considered public, and therefore, it may be shared.
- **Clearance Results include National Sex Offender Registry, Act 33/34 & FBI clearance** - We are required by law to provide information to sites where the member will interact in any way with customers; this information is made available to placement sites upon request.
- **Personnel Files** - Members can send the CORE office any information they wish to have placed in their file (i.e. news clippings, letters of commendation, etc.). Federal and State monitors will have access to member's file; no one else will be permitted access to a member's file without his/her permission.
- **Employment or Educational References** - Union-Snyder Community Action Agency's policy is that staff is **not** to provide any type of references.
- **For the Purpose of Promoting the Activities of CORE Susquehanna** - The CORE obtains a written consent from each individual member to release information and photographs to:
 1. The Union-Snyder Community Action Agency
 2. Corporation for National Service
 3. PennSERVE, The Governor's Office of Citizen Service
 4. The Member's placement site

5. Local News media
6. Pictures of members providing service for CORE website

GENERAL POLICIES AND PROCEDURES

- **OFFICE ETIQUETTE / DRESS CODE**

During the Corpsmember's orientation, the Site Supervisor should review office etiquette with the Corpsmember (i.e. what to say when answering the phone and greeting customers at the office). This will help to integrate the member into the site.

Members who serve a full day are entitled to a lunch break.

Members are expected to dress in a professional manner at the Service Site—the standard of the Service Site should be followed. Members are representing not only CORE Susquehanna but also the placement site and themselves. At Convenings, a more casual dress is acceptable.

- **CORE SUSQUEHANNA/AMERICORPS IDENTITY**

Whenever a member is engaged in Corps-related activities, some form of national identity (i.e. AmeriCorps button, pin, or shirt) should be worn. The Partner Sites should also display an AmeriCorps placard, identifying the site as a place where a member is "getting things done".

- **PERSONAL BUSINESS**

Members are discouraged from taking care of personal business, making personal phone calls, doing school work etc. while at the placement site or participating in CORE Susquehanna functions unless they have approval from their Site Supervisor. As well, members should not bring their own children to their placement site or 'corps' functions during the time they are collecting service hours. If unforeseen childcare difficulties should arise, then it is the responsibility of the member to coordinate their service schedule. The CORE Susquehanna encourages

members to have backup childcare arrangements in place. The exception to this is when family and/or friends are invited to a special event.

- **SHARING INFORMATION WITH FELLOW CORE MEMBERS**

Members may share email and telephone numbers with other members in the group. In fact, the Small Service Groups need to share this information with their Team Members. Any other shared information is optional. It is forbidden to send out group emails to members for matters other than AmeriCorps business.

- **OFFICE SPACE EQUIPMENT AND SUPPLIES**

The placement site should create a space in which the member can effectively perform his or her assignment. Each member should be made aware of an area where coats and personal belongings can be stored during service hours.

Placement sites are responsible for furnishing any equipment and supplies necessary for the member to adequately perform tasks (i.e. if a member is to make phone calls, a phone should be furnished.). Instruction on usage of office equipment should be covered, as deemed necessary, during the site orientation.

- **SITE ORIENTATION**

Members are expected to adhere to all site-related policies and procedures. The member should be introduced to these during a site orientation that needs to take place within the first 10 days after placement. CORE Susquehanna has provided a checklist of the minimum information that should be covered during the site orientation. The checklist needs to be signed and returned to the CORE office upon completion.

- **SITE RELATED REIMBURSEMENTS**

CORE Susquehanna does not reimburse members for travel or other expenses related to placement sites. Policies and procedures for these reimbursements should be covered by the site supervisor during orientation.

- **VANDALISM / PROPERTY DAMAGE**

If a member is found to be vandalizing or willfully damaging property belonging to the placement site, CORE Susquehanna should be contacted immediately. The member will then be terminated from the site and CORE Susquehanna (see Involuntary Termination/Discharge). The member may also be held accountable to the placement site for restitution of damages occurred.

DOS & DON'TS OF AMERICORPS

INFORM CORE OFFICE

- **Signed** time sheets are due in the AmeriCorps office every two weeks - hand in timesheets the week that you receive your living stipend.
- Address/email/phone **changes** - report to CORE office immediately
- Report all on the job injuries immediately to the Program Director. When possible, do so before seeking medical treatment.

ABSENCE/LATENESS POLICY

- You must call your Site Supervisor to let them know that you are going to be late or absent from your Site. However, this is for notification purposes only. This does not excuse your absence or lateness.
- Lateness will not be tolerated, (including your schedule at your Site, Convenings, and Group Projects).
- **Reminder: All Convenings and Service Projects are mandatory.**

WORK ETHICS

- Members will be honest with possible service hour contacts about information regarding their service.
- Members will be honest with AmeriCorps staff and Site staff about all aspects of their service.
- There will be **NO** personal contact or relationships with clients of Host Site or Service Sites where you are serving. This is a very unprofessional practice and will not be tolerated.
- Contacting fellow AmeriCorps members by email or telephone should be for AmeriCorps related business only. Do not use group emails to send out personal business, do not send out attachments or call fellow AmeriCorps unless it is AmeriCorps related.
- AmeriCorps members should be a positive role model at their Site and in the community.

COMMUNICATION

EVERYONE NEEDS TO OBTAIN AN E-MAIL ADDRESS. (IF YOU DO NOT HAVE ACCESS AT HOME OR YOUR SITE, GO TO YOUR PUBLIC LIBRARY AND SET UP A FREE ACCOUNT. YAHOO, HOTMAIL OR GMAIL HAVE BEEN SUCCESSFULLY USED IN THE PAST). WE'VE FOUND THAT EMAIL IS THE EASIEST, TIMELIEST, AND MOST EFFICIENT METHOD OF COMMUNICATION WITH OUR MEMBERS. CHECK YOUR EMAIL FREQUENTLY.

PROHIBITED AMERICORPS ACTIVITIES

Prohibited Activities. While charging time to the AmeriCorps program, accumulating service or training hours, or otherwise performing activities supported by the AmeriCorps program or the Corporation, staff and members may not engage in the following activities (see 45 CFR § 2520.65):

a. Attempting to influence legislation;

b. Organizing or engaging in protests, petitions, boycotts, or strikes;

c. Assisting, promoting, or deterring union organizing;

d. Impairing existing contracts for services or collective bargaining agreements;

e. Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;

f. Participating in, or endorsing, events or activities that is likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials;

g. Engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing or operating facilities devoted to religious instruction or worship, maintaining facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of religious proselytizing.

h. Providing a direct benefit to—

i. A business organized for profit;

ii. A labor union;

iii. A partisan political organization;

v. A nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 except that nothing in this section shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative; and

v. An organization engaged in the religious activities described in paragraph (g) of this section, unless Corporation assistance is not used to support those religious activities;

i. Conducting a voter registration drive or using Corporation funds to conduct a voter registration drive;

j. Providing abortion services or referrals for receipt of such services; and

k. Such other activities as the Corporation may prohibit. AmeriCorps members may not engage in the above activities directly or indirectly by recruiting, training, or managing others for the primary purpose of engaging in one of the activities listed above. Individuals may exercise their rights as private citizens and may participate in the activities listed above on their initiative, on

non-AmeriCorps time, and using non-Corporation funds. Individuals should not wear the AmeriCorps logo while doing so.

CORPSMEMBER ATTENDANCE POLICY

1. Full-time Corpsmembers are expected to complete 1700 hours of service by the end of the program year. This is an average of 34 hours per week for 51 weeks.
2. Corpsmember's hours should follow a schedule agreed upon by both Corps members and Site Supervisor at the beginning of the year of service.
3. When Corpsmembers need to take off (i.e. vacation, court appearance, medical or dental appointments) during regularly scheduled service hours, this time needs to be discussed with and pre-approved by the Site Supervisor.
4. In the event of unplanned *leave of absence* (i.e. illness or bereavement), members are required to follow the procedure in place at their site and notify the CORE office.
5. **Any leave planned or unplanned, during scheduled service time, of three or more days, requires notification of the CORE office.**
6. Corpsmembers must complete their required hours by August 10, 2012.

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If a member is more than 10% below the recommended hours, then his or her stipend will be suspended until the member's hours are brought up to within 10% of the current recommended total.
.....

DISCIPLINARY ACTION STEPS:

- (Talk with Dennis)

DISCIPLINARY ACTION FOR UNAUTHORIZED ABSENCES

- (Talk with Dennis)

TRAINING AND SERVICE PROJECTS

- Training and Service Projects are an integral part of the Corps experience (see CORE Training Philosophy). Therefore it is required that members attend the scheduled CORE Convenings and events. Hours at a site are **not** accepted on scheduled Convening days.

Please be advised that not following or abusing this policy will be considered a breach of a Corpsmember's contract.

CORE SUSQUEHANNA POLICY FOR CONVENING AND SERVICE PROJECTS

ATTENDANCE IS MANDATORY AT ALL CONVENINGS AND SERVICE PROJECTS

- In the event that there is an illness or death, contact by email or phone must be made with AmeriCorps staff **prior** to the Convening or Service Project to discuss the possibility of an excused absence and/or makeup hours.
- A member cannot count hours at their Site during Convening and Service Project days; as they are not competing interests. Service hours and Convenings/Service Projects are two components of the same program and work together in your AmeriCorps experience. **Attendance at Convening and Service Project days take priority and should not compete with your Site.**
- Repeated attendance issues will result in a required meeting with the member and AmeriCorps staff. The attendance issue shall be resolved or dismissal from the AmeriCorps may be the result.

ALL MEMBERS MUST ATTEND SCHEDULED CONVENINGS AS WELL AS SERVICE PROJECTS & PLEASE BE ADVISED THAT NOT FOLLOWING OR ABUSING THIS POLICY WILL BE CONSIDERED A BREACH OF A MEMBER'S CONTRACT.



VOLUNTARY RESIGNATION

1. A member begins the program year with the understanding that they are making a year long commitment. However, in the rare circumstance that a member needs to resign from the program, the following procedure should be followed:
2. A member must submit a notice of resignation, in writing, to the CORE Susquehanna Director. The member's notice must include official notification (e.g. doctor's note) justifying any compelling personal circumstance. A member who quits for other than a compelling personal reason, or does not adequately document the compelling circumstance; is not eligible for any portion of the education award.
3. Compelling personal reasons are decided on a case by case basis by CORE Susquehanna in conjunction with AmeriCorps regulations. Examples of circumstances that might be considered are serious

illness/injury to the member or the death of an immediate member of the member's family.

4. Prior to resignation the member must meet with a *CORE* Susquehanna staff person for an exit interview and must return all property to the placement site (i.e. keys, books, files).

INVOLUNTARY TERMINATION AND/OR DISCHARGE

CORE Susquehanna has the authority to establish the provisions for which members may be prematurely released from their term of service due to cause.

The following are grounds for termination for cause from *CORE* Susquehanna:

- Conviction of a felony
- Stealing or causing to be stolen any *CORE* or placement site property
- Defacing or willfully damaging any *CORE* or placement site property
- Fighting, carrying weapons or threatening physical violence
- Being verbally or physically abusive
- Refusing to follow staff instructions
- Breach of confidentiality
- Using illegal drugs (see Personnel policy)
- Reporting to work under the influence of drugs and/or alcohol
- Falsification of reports, timesheets or personal information used to determine eligibility
- Chronic tardiness or absence

- Any other inappropriate or unprofessional behavior
- See member agreement for complete information

KEEPING TRACK OF AMERICORPS HOURS

In order to be eligible for the education award, members must fulfill all program requirements and complete a satisfactory year of service which requires a minimum of 1,700 hours of service for full-time members and 450 hours for summer members. Training time, as well as direct service, is considered part of the required hours.

Members and placement sites are responsible for making sure the member is able to serve enough hours to complete a term of service on time. If a site is closed or operating on a reduced schedule, the member may, with approval from the Site Supervisor, contact the CORE Susquehanna staff for information about additional opportunities for collecting hours.

TIME SHEETS: Reflect both direct and non-direct service hours only and **should not include time for travel time to and from your site.**

- **Must document time in hourly increments of 15 minutes:**

15 minutes = .25 30 minutes = .50 45 minutes = .75

(Correct examples: 6 hrs. 15 minutes = 6.25

6 hrs. 30 minutes = 6.50

6 hrs. 45 minutes = 6.75)

- Must be completed and signed in **blue or black ink.**
- Must be mailed to CORE Susquehanna the Friday of the week the stipend is received. Attention: **Stipend checks will be held if timesheets are not turned in every 2 weeks.**

All members are advised to make a copy of each time sheet for your own record keeping purposes prior to sending it to the CORE office. If a discrepancy is noted, the original timesheet will be mailed to you. You are required to review the

timesheet with your Supervisor and both the member and the Supervisor must initial the correction. The member will then need to mail the original, initialed timesheet back to the CORE Susquehanna office. It is important to review the timesheet and understand the error so the correction process does not continue.

Members will not be allowed to collect hours for participating in prohibited activities. If you have any questions about what constitutes a prohibited activity, contact the CORE Susquehanna office.

GUIDELINES FOR AMERICORPS WEEKLY TIME SHEETS

1. Be sure to fill in your name, site, week number - the beginning starts with Monday & ends with Sunday.

WE ARE NOW IN WEEK ONE - YOU WILL NEED TO MAIL THIS TIMESHEET TO CORE SUSQUEHANNA ON FRIDAY, AUGUST 26, 2011 AFTER THIS WEEK, YOU WILL MAIL IN 2 TIMESHEETS EVERY 2 WEEKS

2. Timesheets are to be mailed to the **AmeriCorps** office the Friday of the week you receive your living stipend. The mailing address is:

**CORE SUSQUEHANNA
713 Bridge Street Suite 10
Selinsgrove PA 17870**

3. Hours served at your Site should be documented under the Service hours column. **If your site provides training—some of your hours may go into the Training column as well. Keep in mind, your Training hours may not exceed 20% of your total hours.** So this means that you cannot count more than 340 hours in the Training column. This has not been a problem in the past but if you have any questions or concerns about this issue, contact Robyn or Dennis immediately.
4. Fundraising hours cannot be more than **10%** of your total hours. A member **does not** need to do any hours in this category; however if hours are served in the Fundraising column, **no more than 170 hours are allowed.**

5. The **Service** column may include hours performed in the community at another non-profit site. **Your Site Supervisor needs to sign off/approve any hours that you serve that is not at your placement Site.** In other words, to serve any hours off Site, you must get permission from your Site Supervisor-**BEFORE** the hours are served.
Meetings with your small Service team that take place outside of your Convening days are considered **Service** hours.

6. Under tasks/activities/comments—choose something in the drop down menu that closely resembles what you did that day. As a general rule - use the drop down menu. There may be times when you want to write on the timesheet, i.e. you were at your site and served at another nonprofit in the same day. It is ok to write on your timesheet.

7. Hours should be broken into .25 (quarter, or 15 minutes) increments but no less—if something took 1 hour and 25 minutes—record as 1.50 hours.

8. At the end of the week, total your hours - then enter last week's hours. Add the previous week's hours into your current timesheet under "Last Week Year to Date". This will give you your **NEW CUMULATIVE TOTAL**. Press "Calculate," then print.

9. Both you AND your supervisor **must** sign & date your timesheet.

10. Promptly mail your timesheets on the **Friday** of the week you receive your stipend. If timesheets are not in on a timely basis, stipends will be held until the timesheets are delivered to the AmeriCorps office.

Sample Timesheet:





Member: <input type="text"/>	Site: <input type="text"/>	Week Beginning: <input type="text"/> / <input type="text"/> / <input type="text"/>	Week #: <input type="text"/>
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	Date	Training Hours	Fundraising Hours	Service Hours	Total	Tasks/Activities/Comments
Mon.	<input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>
Tue.	<input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>
Wed.	<input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>
Thur.	<input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>
Fri.	<input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>
Sat.	<input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>
Sun.	<input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>
Weekly Totals						FOR Americorps STAFF USE ONLY Date Received: ___/___/___ Initials: ___ Entered on WBRS: ___/___/___ Initials: ___
Last Week Year to Date		<input type="text"/>	<input type="text"/>	<input type="text"/>		
New Year To Date						
Total Plan Hours					1700 <input type="text"/>	
Remaining Hours						

I have read and reviewed the above entered information and attest to its validity.

Member Signature:	<input type="text"/>	Date:	<input type="text"/>
Supervisor Signature:	<input type="text"/>	Date:	<input type="text"/>

Bottom of Form

LIVING STIPEND SCHEDULE 2011-12

	Mail in Timesheet	Date Check Sent
Week 1	8/26/11	9/06/11
Week 2 & 3	9/09/11	9/20/11

Week 4 & 5	9/23/11	10/04/11
Week 6 & 7	10/07/11	10/18/11
Week 8 & 9	10/21/11	11/01/11
Week 10 & 11	11/04/11	11/15/11
Week 12 & 13	11/18/11	11/29/11
Week 14 & 15	12/02/11	12/13/11
Week 16 & 17	12/16/11	12/27/11
Week 18 & 19	12/30/11	1/10/12
Week 20 & 21	1/13/12	1/24/12
Week 22 & 23	1/27/12	2/07/12
Week 24 & 25	2/10/12	2/21/12
Week 26 & 27	2/24/12	3/06/12
Week 28 & 29	3/09/12	3/20/12
Week 30 & 31	3/23/12	4/03/12
Week 32 & 33	4/06/12	4/17/12
Week 34 & 35	4/20/12	5/01/12
Week 36 & 37	5/04/12	5/15/12
Week 38 & 39	5/18/12	5/29/12
Week 40 & 41	6/01/12	6/12/12
Week 42 & 43	6/15/12	6/26/12
Week 44 & 45	6/29/12	7/10/12
Week 46 & 47	7/13/12	7/24/12
Week 48 & 49	7/27/12	8/07/12
Week 50 & 51	8/10/12	8/21/12

HOLIDAY CLOSINGS

The CORE Susquehanna Office will be closed on the following holidays:

- LABOR DAY Monday September 5, 2011
- COLUMBUS DAY Monday, October 10, 2011
- VETERAN'S DAY Friday, November 11, 2011
- THANKSGIVING DAY Thursday, November 24, 2011
- THANKSGIVING Friday, November 25, 2010
- CHRISTMAS Friday, December 23, 2011
- CHRISTMAS DAY Monday, December 26, 2011
- NEW YEAR'S DAY Monday, January 2, 2012
- MARTIN LUTHER KING DAY Monday, January 16, 2012
- PRESIDENT'S DAY Monday, February 20, 2012
- GOOD FRIDAY Friday, April 6, 2012
- MEMORIAL DAY Monday, May 28, 2012
- INDEPENDENCE DAY Wednesday, July 4, 2012

MEMBER PLACEMENT SITE REASSIGNMENT PROCESS

The CORE provides tools to assist the site and members in sharing important information which will lead to a successful year of service. It is expected that the relationship between the CORE and the placement site will be for a **full term** of service. It is CORE's policy to not actually place a member at a site. CORE's philosophy is to allow a possible member to follow their interest and interview at a site or a number of sites. Both the site and member are encouraged to make a "good match".

The CORE and its partners have a commitment to excellence, recognize and value the difference in contributions made by each **member** and **site** and expect individual accountability for actions and performance.

The interviewing, matching process and continuous improvement processes are designed to provide the opportunity for success. On the rare occurrence that a new site assignment needs to be made (i.e. site closes) the following guidelines have been established:

1. Before reassignment for either site or member will be considered, the CORE Grievance Procedure **may** be utilized with the active participation of CORE staff.
2. If it has been determined after all parties have met and attempted a resolution; that the member can no longer provide service at the partner site, then the following may occur:
 - If deemed necessary to make a reassignment, prior to the 12th week of service, efforts will be made to reassign a member who is in good standing with the CORE; **however there is no guarantee that a member can be reassigned.**
 - The reassignment process requires that the member interview with an available site and a match be made only through mutual agreement of the new site, member and CORE staff.
 - Reassignments can occur only in very unusual circumstances and in fairness to all parties involved, cannot occur more than one time in a program year.
3. **Good standing with CORE will be determined by performance, with the final decision resting with the CORE staff.**

CONFLICT MANAGEMENT PROCESS

It is expected that normal communication and conflict resolution processes will resolve performance, "attitude", attendance and other personnel related issues. However, seemingly small unresolved issues can compound and become major problems. CORE Susquehanna has established the following Conflict Management process.

1. Define the Problem
 - One or two sentence definitions from all parties involved defining what they perceive the problem to be about
2. Collect Facts and Opinions
 - What is the situation?
 - What happened?
 - Who is involved?
 - What policies and procedures are involved?
3. Consider all Solutions
 - Brainstorm solutions; rule out criticisms
4. Define Results Expected
 - What should happen in resolving this conflict?
 - What goals should be set?
5. Select Solution(s)
 - Which solution will yield desired results?
6. Implement Solution (s)
 - Establish specific timetables and goals for implementation; determine evaluation techniques

Overall Goal:

A MUTUALLY SATISFACTORY SOLUTION THAT
MAINTAINS GOOD HUMAN RELATIONS.

CONTINUOUS IMPROVEMENT PROCESS

- **SITE VISIT**

Site visits to all CORE Susquehanna placements will be made by CORE staff during the program year.

During site visits CORE staff will meet separately with both the member and Site Supervisor to discuss the placement and program expectations. If at any time a member or Supervisor feels the need to request an additional site visit this can be arranged by contacting CORE staff.

- **SITE SUPERVISOR MEETINGS**

CORE staff will schedule two meetings at the CareerLink throughout the program year for all Supervisors. The purpose of the meetings is to inform Supervisors about policies, procedures, ongoing events and offer an opportunity for feedback. This information will also be discussed at scheduled site visits. CORE staff is available by phone and email.

- **EVALUATIONS**

Twice during the year the supervisors are asked to evaluate their members and comment on the AmeriCorps program. These evaluations are distributed at the midpoint and end of the year.

During site visits with CORE staff and at the end of the program year, members have the opportunity to provide feedback about the site, CORE Susquehanna and the AmeriCorps program. This provides CORE with written feedback that enables staff and program participants to work more effectively toward program objectives.

CORE SUSQUEHANNA GRIEVANCE PROCEDURE

In the event of a grievance by an AmeriCorps member, CORE will make every effort to facilitate an informal resolution among the involved parties. In the event that these informal efforts to resolve disputes are unsuccessful, AmeriCorps members may seek resolution through the grievance procedure as outlined in the Member Agreement that is reviewed and signed on the first day of CORE orientation.

The grievance is defined as:

1. A concern or conflict with other persons involved in CORE Susquehanna services/service provision, and/or
2. Dissatisfaction with supervisory/administrative procedures, policies, and/or disciplinary action

A grievance may be filed by CORE Susquehanna staff, members, volunteers, customers and other persons connected with CORE Susquehanna.

A grievance must be filed in the following manner:

- Prepare an appeal letter to the Union-Snyder Community Action Executive Director, which includes the following information
 1. today's date
 2. your name
 3. your address
 4. phone number where you can be reached during daytime hours
 5. the decision and the reason you disagree with the decision
- Your appeal letter needs to be sent within 10 days of the adverse action

to: **Executive Director**
Union-Snyder Community Action Agency
713 Bridge Street Suite 10
Selinsgrove PA 17870

The appeal will be reviewed by the appeal committee: consisting of the Executive Director, Assistant Director and another staff member, designated by the Executive Director. Any appeal committee member directly involved in the grievance will be excused and replaced by an uninvolved staff member.

- A decision shall be rendered within 30 days. The appellant will receive the decision in writing.

Grievant can request binding arbitration if decision is adverse to grievant or if decision is reached within 60 calendar days. A binding arbitration hearing will be held within 45 days after request for arbitration or within 30 days after CEO appoints arbitrator. Within 30 days of the binding arbitration hearing a decision will be rendered.

Just Cause:

In order to insure fair and equitable treatment for all members, decisions made at any level of this grievance procedure shall be based on the principle of "Just Cause." The cornerstone of this procedure includes:

1. Did the member have foreknowledge of the consequences of his/her actions?
2. Was the member treated fairly and without prejudice?

3. Did the supervisor attempt to correct the member's conduct before resorting to disciplinary action?
4. Did the supervisor, in investigating the grievance, conduct a fair and objective investigation?
5. Was the "discipline given" or "action taken" warranted?
6. Was the employee's past work record taken into consideration?
7. Was the action taken in accord with the agency's best practices?
8. Was the action taken against the employee proportionate to the gravity of the violation?



TRAVEL REIMBURSEMENT

- Members are not reimbursed by the placement site or the CORE for any travel expenses incurred while going to or from home to their site.
- Members may be eligible for some form of mileage reimbursement from their placement site if the member is required to leave their site to attend a meeting or training arranged by the placement site.
- Members need to contact their Site Supervisor to discuss travel and reimbursement and the process of submitting the mileage expense.



AMERICORPS FREQUENTLY ASKED QUESTIONS

Members are not employees, members are providing a “Term of Service” for one year. Think of it as a training time, a time to explore and discover if you are on the right track with what you want to be doing in the future.

- If a member completes their hours before the program year ends, **the living stipend ends**. However, members may serve beyond 1700 hours and as long as they continue to serve at their Site they will continue to receive the living stipend until the end of the program year.
- **Hours served away from the member's host Site, must ALWAYS be approved by the Site Supervisor prior to serving the hours.**
- Stipend checks are mailed every 2 weeks. Members are not allowed to pick up a stipend check unless they have an unusual circumstance. The CORE office needs to be notified several days prior to the check mail date.
- My Site needs me today even though a Convening or Group Project is scheduled- can I stay and help at my Site? **No, Convenings and Group Projects take priority over your Site—the Site must be able to function without their AmeriCorps member.**

Words of wisdom:

- Communication is very important: if you are uncertain about an issue or just have a simple question: email/phone Dennis or Robyn and ask
- Be conscious of your hours—don't get too far ahead or too far behind.
- Check your email regularly for AmeriCorps updates

Important websites:

- <http://www.coresusquehanna.org/>
- <http://www.americorps.gov>
- <http://www.nationalservice.gov/>
- <http://www.serve.gov/>
- <http://edaward.org/>
- <http://www.1stfinancialassociates.com/>
- www.americorpsalums.org
- <http://www.dsf.health.state.pa.us/health/site/default.asp>

National Service and how it all connects

- **The Corporation for National and Community Service** is located in Washington D.C. and provides the funding and regulations for National Service Programs; i.e. AmeriCorps among others.
- The **AmeriCorps program** is made available to states through their State Commission Office. In Pennsylvania, AmeriCorps grants are awarded to PennSERVE (the state office) which is part of the Governor's Office of Citizen Service located in Harrisburg and a component of the Department of Labor & Industry.
- Community based organizations such as Union-Snyder Community Action Agency apply to receive an AmeriCorps grant through a lengthy proposal process. Union-Snyder CAA administers the AmeriCorps grant referred to as **CORE SUSQUEHANNA**.
- **CORE Susquehanna** partners with non-profit organizations to provide opportunities for AmeriCorps members to complete a term of service.

